

FY 2022/23 QUARTERLY REPORT – 3rd Quarter Ended March 31, 2023

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Santa Clara Convention Center is strategically located in the heart of Silicon Valley, a prime location for conventions, trade shows and exhibitions. The Santa Clara Convention Center is minutes from hotels, restaurants, Levi's Stadium, California's Great America Theme Park, and many of the largest and most influential technology companies in the world, with easy access to freeways and Norman Y. Mineta San Jose International Airport and only 45 miles south of San Francisco. The Convention Center features 100,000 square feet of exhibit space, a 22,400 square foot ballroom, 31 breakout rooms and a 607-seat theater and attracts over 350,000 visitors annually. The facility is an integral economic component of Santa Clara, generating economic benefits through attendee direct and indirect spending and sustaining over 500 local jobs.

For more information, visit www.santaclaraconventioncenter.com.

3rd Quarter Highlights

This quarterly report covers fiscal operations of the Santa Clara Convention Center for the third quarter ended March 31, 2023. This report is unaudited and, therefore, subject to change.



Strategic Highlights

Oak View Group (OVG) continues to be actively involved with the City and its consultant, Jones Lang LaSalle (JLL) on the development of the Silicon Valley/Santa Clara DMO, Inc dba Discover Santa Clara[®]. In the third quarter, the OVG General Manager, as a board member of Discover Santa Clara [®], participated in interviewing Director of Sales candidates, prepared the interim Booking Policy changes with the CEO, assisted in hiring an accounting firm to produce new financial SOPs, and provided input on the submission of multiple proposals to potential clients.

OVG and its partners from Levy, Smart City and Encore implemented the Convention Center's new Booking Policy and continued prospecting new business focused on bringing high impact events to the destination. Sales efforts were aligned with OVG, Levy and the DMO's overlapping key performance indicators (KPIs). Bookings are steady, but still below pre-pandemic levels. The recent economic slowdown and continued fears of inflation have led to a few cancellations. OVG and its leadership continue to monitor the on-going layoffs within the tech industry and are watching for any trends that may impact the overall business at the Convention Center.

OVG continued to phase in and out employees. Employee totals varied from 25 to 30 based on event load and projected revenue generation. All employees were brought back in accordance with SB 93, California's Rehiring and Retention Law.

Financial Highlights

The first two months of the third quarter started very slowly. However, the event load increased significantly in March as Banquets and Conventions exceeded their numbers. Gross revenue, January through March, was \$3,754,579 representing 104.17% of the overall budget for revenue. Conversely, expenses totaled \$3,211,082, 91.19% of the budgeted expenses for the quarter, resulting in an overall profit of \$543,497 for the third quarter.

Event Highlights

Fifty-one events took place during the quarter, 53 less than the budgeted number of 104. In the quarter, 22 events were canceled, one event rescheduled their dates, seven events canceled, and 14 clients did not move forward with their proposal. Budgeted meetings continue to underperform, while Special Events and Trade Show feed-in business did not materialize at the anticipated levels.

In January, the Center hosted the Precision Medicine World Conference. Over 2,500 attendees took part in the three-day event. In February, the Silicon Valley Auto Show, an event previously held in San Jose, attracted over 10,000 car enthusiast and guests. March was highlighted by SNUG 2023. Over 1,500 attendees took part in this event that returned to the center for the first time since before the pandemic.



Precision Medicine World Conference



SNUG 2023



Silicon Valley Auto Show

Operational Highlights

- → As mentioned above, 51 events took place in the third quarter. Thirteen in January, eleven in February, and 27 in March.
- The General Manager (GM) continued to monitor event load and scheduled staffing levels based on business quantity and projected revenue generation. Therefore, employee levels varied from 25 to 30 throughout the quarter.
- ➡ The GM met with the new Teamsters, Local 853, business agent to provide background and proposals from prior negotiations on the Collective Bargaining Agreement. New dates for negotiations are set in early Q4.
- Created a thorough analysis of Convention Center events held from October of 2021 through December of 2022 to utilize for the preparation of a new two-year operating budget.
- Collaborated with Discover Santa Clara® and Levy Restaurants to review, refine and submit the two-year operating budgets for FY 2023/24 and FY 2024/25.
- Updated OVG 360's KPI's for FY 2023/24 and FY 2024/25 and submitted to the City for review and approval.
- ➡ GM finished updates to the Santa Clara Convention Center Facility Use Guide. The new guide will be implemented at the beginning of the fourth quarter.
- ➡ GM continued to oversee the Convention Center Safety Committee. During the quarter, the GM and the Safety Committee team held multiple evacuation drills.

Other Noteworthy Highlights

- In Q3, OVG hosted 34 site tours for potential future events at the Convention Center.
- The OVG GM met with Discover Santa Clara® (DSC), Levy and JLL to review the current Convention Center Booking Policy. The group discussed the creation of new thresholds and proposed adjustments based on the team's meeting with the Santa Clara Tourism Improvement District's (SCTID) hotels in the second quarter.
- OVG held interviews for the vacant position of Sales Coordinator and Operations Supervisor roles, positions OVG has been trying to fill since June of 2022. Offers were extended for both positions to qualified candidates. The Sales Coordinator began work in early March. The Operations Supervisor started in mid-March.
- ➡ The OVG GM along with the Sr. Sales Manager, Levy and DSC attended a meeting with the SCTID hotel GMs and Director of Sales. Conversations focused on Convention Center data and the proposal of new thresholds for the Convention Center Booking Policy. The updated Booking Policy was approved and implemented by the DSC Board of Directors in March.
- OVG GM collaborated with the City to provide a letter of support and potential pricing for the Bay Area's bid for Super Bowl 60.

Financial Summary

Financial Results

The third quarter has historically been slower for the Center. Despite net losses incurred in January and February, the quarter ended on a positive note with a strong performance in March, resulting in a profitable quarter overall. The Conventions and Banquets segments performed better than expected, with Conventions generating significant revenue from catering. As a result, the quarter saw a total gross revenue of \$3,754,579, exceeding the budgeted amount by \$150,587. Q3's net income of \$543,497 was \$460,849 higher than the budgeted amount of \$82,648.

Financial Summary – 3rd Quarter Ended March 31, 2023

	Projected in Budget	Actual	Difference
Gross Revenue	\$3,603,992	\$3,754,579	\$150,587
Total Expense	\$3,521,344	\$3,211,082	\$310,262
Net Income	\$82,648	\$543,497	\$460,849

Total expenses for the quarter were \$3,211,082 or \$310,262 less than the budgeted amount of \$3,521,344. There was \$142,974 of other revenue recognized in Q3 primarily from cancelation fees.

The year-to-date expenses were \$8,922,888, a year-to-date positive variance of \$1,191,970 versus budgeted expenses.

Income Statement

SANTA CLARA CONVENTION CENTER QUARTERLY GROSS INCOME STATEMENT For the Nine Months Ending March 31, 2023

	QUA	RTER 3 TO DA	\TE		YEAR TO DATE			
	BUDGET	ACTUAL	VARIANCE	BUDGET	ACTUAL	VARIANCE		
Number of Events	104	51	(53)	270	158	(112)		
Number of Event Days	205	116	(89)	546	349	(197)		
Attendance	42,300	80,600	38,300	134,840	207,624	72,784		
Event Revenue				-				
Rental	852,520	859,321	6,801	2,319,180	2,298,422	(20,758)		
Services	33,500	69,456	35,956	90,900	273,923	183,023		
IT/Telecom	311,200	185,472	(125,728)	780,350	608,999	(171,351)		
Food & Beverage	1,891,935	1,461,047	(430,888)	5,276,235	4,255,347	(1,020,888)		
Electrical	101,600	417,558	315,958	270,548	723,213	452,665		
Audio Visual	395,000	618,751	223,751	925,000	1,611,054	686,054		
Total Event Revenue	3,585,755	3,611,605	25,850	9,662,213	9,770,958	108,745		
Event Expenses								
Services	-	240	(240)	-	42,303	(42,303)		
IT/Telecom	230,288	126,121	104,167	577,459	414,119	163,340		
Food & Beverage	1,615,637	1,155,703	459,934	4,538,063	3,417,507	1,120,556		
Electrical	76,200	321,706	(245,506)	202,911	556,664	(353,753)		
Audio Visual	264,650	437,013	(172,363)	619,750	1,127,990	(508,240)		
Total Event Expenses	2,186,775	2,040,783	145,992	5,938,183	5,558,583	379,600		
Net Event Income (Loss)	1,398,980	1,570,822	171,842	3,724,030	4,212,375	488,345		
Other Revenue	18,237	142,974	124,737	54,712	405,682	350,970		
Total Net Event & Other								
Revenue	1,417,217	1,713,796	296,579	3,778,742	4,618,057	839,315		
Indirect Expenses								
Executive	79,096	86,040	(6,944)	260,288	233,769	26,519		
Finance	82,693	69,598	13,095	263,587	210,550	53,037		
Event Services	111,476	110,932	544	326,072	317,354	8,718		
Sales/Marketing	83,643	96,504	(12,861)	275,374	253,801	21,573		
Operations	624,397	555,506	68,891	1,991,561	1,563,054	428,507		
Overhead	353,264	251,719	101,545	1,059,793	785,777	274,016		
Transition Costs								
Total Indirect Expenses	1,334,569	1,170,299	164,270	4,176,675	3,364,305	812,370		
Net Operating Income	82,648	543,497	460,849	(397,933)	1,253,752	1,651,685		
Other Income/(Expense)								
Net Income	82,648	543,497	460,849	(397,933)	1,253,752	1,651,685		
	-			-				

Event Statistics

There were 51 events scheduled in Q3 with \$3,611,605 in revenue and \$2,040,783 in expenses. 'Conventions' and 'Trade Shows' generated the largest amount of revenue in the quarter.

Event Revenue

Event Net Revenue – 3rd Quarter Ended March 31, 2023

Event Types	Gross Revenue	Cost of Sales	Net Revenue
Banquets	\$164,801	\$91,389	\$73,412
Meetings	97,835	8,175	89,660
Consumer Shows	211,668	88,036	123,632
Trade Shows	832,511	654,700	177,811
Conventions	1,851,331	1,054,813	796,518
Special Events	150,987	24,825	126,162
Miscellaneous Events	-	-	-
Sporting Events	302,472	118,845	183,627
Totals	\$3,611,605	\$2,040,783	\$1,570,822

This quarter, there was a profit of \$1,570,822 and the gross event revenue was higher than anticipated. This was in spite of a lower number of events being contracted, 51 compared to the 104 budgeted. The benefit of fewer events is that it usually leads to a decrease in overall event expenses, which was the case in the third quarter.

Partners

Partner Revenue – 3rd Quarter Ended March 31, 2023

Partner	Gross Revenue	Cost of Sales	Net Revenue			
Levy Restaurants	\$1,461,047	\$1,155,703	\$305,344			
Smart City (IT services)	185,472	126,121	59,351			
ENCORE-AV (AV services)	618,751	437,013	181,738			
Electrical	417,558	321,706	95,852			
Totals	\$2,682,828	\$2,040,543	\$642,285			

Partner revenue for Q3 was \$2,682,828. The cost of sales was \$2,040,543 for a net profit of \$642,285. Year-to-date, net partner revenue shows a \$1,682,333 profit versus budget.

Indirect Expenses

Total indirect expenses were \$1,170,299 for the quarter.

Departments	Expense Description	Indirect Cost
Executive	Senior personnel	\$86,040
Marketing	Sales and marketing related	96,504
Finance	Finance and Human Resources	69,598
Events	Staffing to manage events	110,932
Operations	Engineering, building services, security, and all other related expenses to operate the building	555,506
Overhead	Non-departmental expenses	251,719
Transition Costs	Costs related to the transition to OVG	-
Totals		\$1,170,299

Other Activities

In the third quarter, OVG GM, along with its Contract Administrators attended an interview with a potential candidate to replace the Levy GM. The previous Levy GM was promoted to a regional role.

OVG continued active prospecting for FY 2022/23 and FY 2023/24. OVG's goal for the year is to average 204 active business prospects throughout the fiscal year. At the end of the third quarter, OVG's sales team is actively working on 276 sales prospects. Applying the goals of the booking strategy, OVG has put an emphasis on prospecting and generating leads for Priority 3 business. OVG is aiming to convert 20% of those prospects into tentative¹ business. Of those tentative events, OVG will work to reach a conversion rate of 20% into definite² business throughout the fiscal year. With a full year of data, the sales team is reviewing the conversion ratios. The partners and sales team continue to discuss and identify ideas or concepts that will differentiate the Santa Clara Convention Center from its competitors.

During the third quarter, the General Managers (GMs) of OVG and Levy worked together with the CEO of DSC to review and evaluate fresh marketing materials aimed at boosting sales for the destination. The marketing firm presented mock-ups of a proposed social media campaign, which began being released in February through online ads on LinkedIn and Instagram. The campaign primarily focuses on reintroducing DSC in Santa Clara, attracting new meeting planners and generating business for the destination. Additionally, the GM of OVG continued to collaborate with the DMO CEO to acquire room block pick-ups from events held at the Convention Center. As a part of this effort, requests for updated submissions were sent to the SCTID hotels.





¹ A tentative is defined as having dates held and/or proposals issued to the client.

² A definite is realized when a client signs its Use License Agreement for an event at Convention Center.

Key Performance Indicators (KPIs)

Gross revenue was \$3,754,579 and net income was \$543,497 for Q3. Through the third quarter, the event mix shows the Convention Center hosted 14 of its targeted P3's, 24 of its P4 goal and 120 of its P5 mark. Prospecting numbers remain strong as the Sales Manager continues to focus on bringing new business to the facility. KPI Q3 and YTD results are reported below.

OVG Venue Management – Santa Clara Convention Center						
Performance Measures						
	2022/23 Target	YTD	January	February	March	NOTES
1. Convention Center Gross Revenue	\$13,603,635	\$10,176,340	\$444,165	\$1,102,786	\$2,207,328	
2. Net Income	(\$217,715)	\$1,257,752	(\$153,379)	(\$27,962)	\$728,838	
3. Number of Room Nights Consumed	14,755	12,812	845	1,481	2,526	
4. Economic Impact	\$17,234,704	\$32,811,930	\$1,104,661	\$4,052,273	\$6,477,245	
5. Customer Service Survey Results (overall satisfaction)	85%		-	-	-	Reported at year-end
6. Event Mix at the Convention Center (consumed)						
Percent of P1 Events	1%	0.00%	0.00%	0.00%	0.00%	
Number of P1 Events	3	0	0	0	0	
Percent of P2 Events	2%	0.00%	0.00%	0.00%	0.00%	
Number of P2 Events	6	0	0	0	0	
Percent of P3 Events	6%	8.86%	7.69%	9.09%	14.81%	
Number of P3 Events	24	14	1	1	4	
Percent of P4 Events	18%	15.19%	0.00%	18.18%	7.41%	
Number of P4 Events	67	24	0	2	2	
Percent of P5 Events	73%	75.95%	92.31%	72.73%	77.78%	
Number of P5 Events	274	120	12	8	21	
Total Events	374	158	13	11	27	
7. Community Benefit						
Number of collaborative, community-based events hosted at the Center	2	1	0	0	0	
Percent of Center employees that volunteer in the community	60%	0%	-	-	-	Reported at year-end
Percent of small, local and MWBE businesses/vendors	20%	0%	-	-	-	Reported at year-end
8. Number of Prospects (active) (non-cumulative)	220	249	240	258	276	Average for the year of P3, P4, P5

Updates to the Convention Center Booking Strategy went into effect April 1, 2023. Adjustments were made to the booking windows as well as the event type criteria (number of room nights and total Convention Center spend). The adjusted booking windows now provide a greater emphasis on P1 – P3 groups and events to ensure there is room for the highest revenue producing groups for the DMO, hotels, Convention Center, Levy, and the City. Groups are evaluated based upon priority number, current market conditions, day-of-week pattern, type of group (i.e., industry), Center revenue, and needs of all parties on a case-by-case basis.

 Priority 1 (P1) event – Large multi-day convention and/or conference that utilizes all venue space at the Convention Center, utilizes significant venue services such as food and beverage, audio-visual and information technology, and draws a substantial number of out-of-town visitors that stay in multiple Santa Clara hotels.
 Based on projected combined building spend and peak hotel room nights booked, has an 18+ month booking window.

- Priority 2 (P2) event Primarily large multi-day convention and/or conference that
 utilizes most of the venue space at the Convention Center, utilizes venue services
 such as food and beverage, audio-visual and information technology, and draws out
 of town visitors that stay in multiple Santa Clara hotels. Based on projected
 combined building spend and peak hotel room nights booked, has a 12 18 month
 booking window.
- Priority 3 (P3) event Multiple or single day event that utilizes space at the Convention Center. Attendance and out of town visitors are less than for a P1 or P2. Examples of P3 events may include trade shows, consumer shows, smaller conventions/conferences, and sporting events. Based on projected combined building spend and peak hotel room nights booked, has a 9 – 12 month booking window.
- Priority 4 (P4) event Typically a one- or two-day event that utilizes space at the Convention Center. Attendees are primarily local. Special events (e.g., graduations), smaller meetings and/or smaller trade and consumer shows are examples of P4 events. Based on projected combined building spend and peak hotel room nights booked, has a 6 – 9 month booking window.
- Priority 5 (P5) event Usually a single day event. Examples of P5 events are banquets, galas, other social type events and meetings. Based on projected combined building spend and peak hotel room nights booked, has a 0 – 6 month booking window.

Forecast

The Center operated at a profit of \$1,253,752 through Q3 as a result of larger than anticipated revenues in the month of March. Forecast for the remainder of FY 2022/23 are projected at a \$471,208 loss resulting in an overall profit of \$782,544 for the fiscal year. If these projections hold, the Center will beat its budgeted loss of \$217,715 by \$1,000,260. While we are now three quarters of the way through the fiscal year, short-term bookings continue to be active, and the event numbers are expected to grow.

SANTA CLARA CONVENTION CENTER ROLLING FORECAST FY 2022/23

	ACTUAL YTD Jul - Mar FY 2023	FORECAST Apr - Jun FY 2023	TOTAL PROJECTION FYE 6/30/23	ORIGINAL BUDGET FYE 6/30/23	VARIANCE
# OF EVENTS	158	83	241	374	(133)
DIRECT EVENT INCOME	\$ 2,724,922	\$ 1,004,743	\$ 3,729,665	\$ 3,519,063	\$ 210,602
ANCILLARY INCOME	1,487,453	604,824	2,092,277	1,693,161	399,116
TOTAL NET EVENT INCOME	4,212,375	1,609,567	5,821,942	5,212,224	609,718
OTHER INCOME	405,682	<u> </u>	405,682	72,950	332,732
EXECUTIVE	233,769	103,897	337,666	339,385	1,719
MARKETING	210,550	128,578	339,128	346,281	7,153
FINANCE	317,354	105,785	423,139	429,193	6,054
EVENTS OPERATIONS	253,801	98,700	352,501	359,017	6,516
OPERATIONS	1,563,054	1,044,581	2,607,635	2,615,957	8,322
OVERHEAD	785,777	599,234	1,385,011	1,413,057	28,046
INDIRECT EXPENSES	3,364,305	2,080,775	5,445,080	5,502,889	57,810
OPERATING NET INCOME					
(LOSS)	1,253,752	(471,208)	782,544	(217,715)	1,000,260
NET INCOME (LOSS)	\$ 1,253,752	\$ (471,208)	\$ 782,544	\$ (217,715)	\$ 1,000,260

FY 2022/23 Capital Improvement Projects (CIP) Budget

CIP Project Updates

- OVG continued to work with Levy and Sixth Dimension, the Center's third-party
 project management team, on revising the scope of work for kitchen upgrades at
 the Center. Bid documents are expected to be issued within the fourth quarter.
- OVG GM successfully negotiated and finalized an agreement with AVI-SPL for the purchase and installation of the digital signage project. Installation is expected to begin in Q4.
- Due to an unexpected power outage, the OVG GM worked with staff and the City
 to purchase and repair a new breaker for the Convention Center. The power
 outage, which lasted several weeks, led to additional repairs needing to be made
 on operating systems. OVG gathered information and invoices and will be
 requesting emergency funds for these repairs. The request will be submitted in
 Q4.
- As a result of the power outage, the OVG GM worked with OVG Corporate and Sixth Dimension to prepare and issue an RFP for a full electrical assessment of the Convention Center. Proposals for the project are due at the end of April.
- The agreement for the Levy refrigeration project was negotiated with the vendor throughout the quarter. The agreement is expected to be signed early in the fourth quarter with work estimated to start either in the summer of 2023 or winter of 2023, based on event load.
- The airwalls in the Grand Ballroom have continued to deteriorate due to wear and tear. OVG 360 is in the process of identifying if additional repairs can be made or if a full replacement of the air wall system will be required. OVG will submit their findings to the City in April.

CIP Project Budget

CAPITAL	PROJECTS								
Proj.#	Project Name	Phase		TY/OV G 360 ISED BUDGET	LEVY	то	TAL BUDGET	YTD Exp.	Balance
001	Convention Center HVAC Study	-	\$	-	\$ -	\$	-	\$ -	\$
002	Convention Center HVAC - Duct Work	-	\$	-	\$ -	\$	-	\$ -	\$ -
003	Convention Center HVAC - BMS System	Completed FY 2019/20	\$	20,450	\$ -	\$	20,450	\$ 20,450	\$ -
004	Convention Center HVAC Portable A/C Units	Completed FY 2020/21	\$	75,350	\$ -	\$	75,350	\$ 75,350	\$ -
005	Convention Center Security System	Completed FY 2021/22	\$	177,381	\$ -	\$	177,381	\$ 172,831	\$ 4,550
006	Convention Center Lobby Roof (Glass	Completed FY 2021/22	\$	480,787	\$ -	\$	480,787	\$ 479,300	\$ 1,487
	Pyramids) Assessment and Repair								
007	Convention Center Building Envelope Repair	-	\$	-	\$ -	\$	-	\$ -	\$ -
	- Terrace Building Front								
800	Convention Center Interior Digital Signage	Planning	\$	855,386	\$ -	\$	855,386	\$ 476,389	\$ 378,997
	and Display System								
009	Convention Center Interior Paint	Completed FY 2021/22	\$	694,994	\$ -	\$	694,994	\$ 648,052	\$ 46,942
010	Convention Center Door Replacements	-	\$	-	\$ -	\$	-	\$ -	\$
011	Convention Center Facility Lighting Project	-	\$	-	\$ -	\$	-	\$ -	\$ -
012	Convention Center Riding Vacuum Purchase	Completed FY 2019/20	\$	31,238	\$ -	\$	31,238	\$ 31,238	\$ -
013	Convention Center Carpet Replacement	Completed FY 2021/22	\$	1,628,720	\$ 241,856	\$	1,870,576	\$ 1,751,725	\$ 118,851
014	Balance - Contingency	-	\$	145,694	\$ -	\$	145,694	\$ 32,924	\$ 112,770
015	Kitchen/Tech Café/Stand B	Planning	\$		\$ 1,757,065	\$	1,757,065	\$ 215,663	\$ 1,541,402
		TOTAL	. \$	4,110,000	\$ 1,998,921	\$	6,108,921	\$ 3,903,922	\$ 2,204,999

Community Involvement

In the 3rd Quarter, the OVG team, with its partners at Levy met to strategize for its second community event of the fiscal year. The Community Committee is moving forward with a blood drive and is strategizing on a theme and additional components that will be involved.





The second community event is scheduled for late in the fourth quarter.

